Goal	Objective/Goal	Core Business	Performance Measure	Type of Measure		Proposed 2008 Target	Comments
Manage capital, human, information and technology resources to improve services and information sharing.	To the greatest degree practical, prevent injury to property and cruelty to animal life (KCC 11.04.010)	Animal Care and Control	Average response time to priority 1 calls	Effectiveness	Enforcement	<24 hours	Policy is same day response for calls.
Identify and meet changing customer requirements.	Reduce euthanasia of unwanted healthy pet cats/dogs (KCC 11.04.500)	Animal Care and Control	% of animals euthanized (excluding DOA)	Effectiveness	Euthanized	20%	Per 15801: Animals euthanized/(animals received - DOA)
Identify and meet changing customer requirements.	Reduce euthanasia of unwanted healthy pet cats/dogs (KCC 11.04.500)	Animal Care and Control	% of animals pending disposition (in shelter or foster care)	Effectiveness	Adoptions	8%	Projection assumes increased number of animals in foster care in need of behavioral and/or medical rehabilitation.
Identify and meet changing customer requirements.	Reduce euthanasia of unwanted healthy pet cats/dogs (KCC 11.04.500)	Animal Care and Control	% of animals leaving shelter alive	Effectiveness	Adoptions	57%	Total of: adoptions + rescues + transfers + redemptions; Project assumes 2005 trend + 50% of all treatable being adopted
Identify and meet changing customer requirements.	Reduce euthanasia of unwanted healthy pet cats/dogs (KCC 11.04.500)	Animal Care and Control	% Animals Adopted	Effectiveness	Adoptions	--	Subset of % of animals leaving shelter alive
Identify and meet changing customer requirements.	Reduce euthanasia of unwanted healthy pet cats/dogs (KCC 11.04.500)	Animal Care and Control	% Animals transferred	Effectiveness	Adoptions	--	Subset of % of animals leaving shelter alive
Identify and meet changing customer requirements.	Reduce euthanasia of unwanted healthy pet cats/dogs (KCC 11.04.500)	Animal Care and Control	% Animals rescued	Effectiveness	Adoptions	--	Subset of % of animals leaving shelter alive
Identify and meet changing customer requirements.	Reduce euthanasia of unwanted healthy pet cats/dogs (KCC 11.04.500)	Animal Care and Control	% Animals Redeemed from shelter	Effectiveness	Pet Identification	15%	Subset of % of animals leaving shelter alive
Identify and meet changing customer requirements.	Reduce euthanasia of unwanted healthy pet cats/dogs (KCC 11.04.500)	Animal Care and Control	% of animals entering shelter by type and category	Effectiveness	Animal Care	NEW	New breakdown of incoming animals. Previously measured as stray, owner release , impound, etc. Will include breakdown by type: stray, owner release, etc & category: healthy, treatable-behavior; treatable-medical; feral; untreatable. Final catergories to be developed in conjuction w/ consultant and ACCCAC advice)
Identify and meet changing customer requirements.	Secure and maintain level of animal care and control to protect animal and human health and safety (KCC 11.04.010)	Animal Care and Control	% of animals entering shelter by type/category - euthanized	Effectiveness	Animal Care	NEW	New breakdown of incoming animals. Previously measured as stray, owner release , impound, etc. Will include breakdown by type: stray, owner release, etc & category: healthy, treatable-behavior; treatable-medical; feral; untreatable. Final catergories to be developed in conjuction w/ consultant and ACCCAC advice)